



# Human Resources Department

City of Burlington

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December 11, 2012

TO: Board of Finance

From: Stephanie Hanker, HR Generalist  
Susan Leonard, Human Resources Director

Re: Recommendation – Creation of a Limited Service Full Time Waterfront Operations Specialist

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The Department of Human Resources respectfully requests and recommends the creation of the Department of Parks and Recreation's position of Waterfront Operations Specialist.

This position was graded using the Willis Classification structure, and the salary was appropriately scored as a nonexempt Grade 15 (FY13 Salary Range - \$41132.52 - \$48964.23). The Department included this position as part of their FY13 budget within their personnel listing in the amount of \$39,973, leaving a difference of \$1401. The difference in the budgeted salary is at the time the salary was presented in the FY13 budget the COLA had not been determined at that time. Mr. Bridges has stated the difference will be covered with existing funding in the Departments seasonal budget. This position is being presented as a Limited Service position and therefore is not eligible at this time for membership into the Retirement system. Mr. Bridges has determined this position is an integral part of the organizational structure for the Department, specifically to Waterfront operations, and classifying this position as limited service will allow him to evaluate the positions impact on the operations to the Waterfront.

If approved, this proposed change will be effective following City Council approval.

Thank You for your consideration.



COMMISSION

JOHN BOSSANGE  
JOHN EWING  
CAROLYN HANSON, CHAIR  
NANCY KAPLAN  
CHRIS PEARSON

DIRECTOR

JESSE BRIDGES, MPA

CITY OF BURLINGTON  
DEPARTMENT OF PARKS AND RECREATION  
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**MEMO**

TO: Board of Finance  
FROM: Jesse Bridges, Director  
DATE: December 7, 2012  
RE: Request for Waterfront Operations Specialist

Please accept this request for creation and related funding of a full-time position of Waterfront Operations Specialist in the Parks & Recreation Department, as approved through the FY13 budget process. The Job Description is attached. The position is classified as a Limited Service FT Grade 15.

The department has operated, in effect, with this position for more than 13 years, except that the function has been a non-classified long-term seasonal position. In many cases, the employee filling that seasonal position has remained on staff throughout the year, providing marina and harbor support, among fulfilling other duties within the department.

The department's growth in resources related to the City's waterfront has been noticeable and well-documented through the years. Even over the past three years, the roles and responsibilities of waterfront staff have been refined and continue to improve in professional integrity. For example, the Waterfront Coordinator position has been re-created, tested, and affirmed as it manages parts of the whole of the entire waterfront, including summer daily operations to 15 park areas and daily gate operations and North Beach Campground.

Waterfront staff has accepted greater direct responsibilities for financial accounting and software management, contributing to sizeable process improvements, oversight, and accountability. As responsibilities of staff and operations grow, so too does the need to shift internal resources to provide greater support services and consistency in all seasons to continue to expand the professionalism, accountability, quality assurance and services assigned through the waterfront. Using mostly existing resources already assigned in part-time, seasonal staffing to expand the position to full-time provides lasting benefits and sustainability to all operations.

This position has been classified as limited service. The reasoning behind this classification is that we have not determined if this is the final model or configuration for the Waterfront Division. Having only been in the job as Director for the past month and a half I am still investigating the workings of our department. This position will allow us

to better our operations in the upcoming year and will provide valuable evaluation and insight towards our needs going forward.

The annual base pay of the Waterfront Operations Specialist position is to be \$41,374. The FY13 budget approved provided for this position is \$39,973, leaving a \$1,401 funding discrepancy for the year. Given the half year, this increased dollar amount, with careful management of OT can be covered from our existing waterfront division seasonal budget.

Thank you for your consideration of this request. Erin Moreau, Waterfront Coordinator, will be carrying this item forward and will welcome any questions / discussion you have.

## **City of Burlington Job Description**

**Position Title: Waterfront Operations Specialist**

**Department: Parks and Recreation**

**Reports to: Waterfront Coordinator**

**Pay Grade: 15**

**Classification: Limited Service FT**

**Exempt/Non-Exempt: Non-Exempt**

**Union:**

### **General Purpose:**

This position is responsible for the daily operation, coordination and daily maintenance of the Burlington Community Boathouse, Perkins Pier, Gate Operations, Burlington Harbor, Waterfront Park, Skate Park, Oakledge Park, and supports daily operations within other parks and facilities as necessary.

### **Essential Job Functions:**

- Ensure proper handling of daily cash receipts/deposits for seasonal and transient slip rentals and parking receipts across the waterfront. Supervise the daily point of sale transactions of dockmasters, gate attendants and inland seasonal supervisors.
- Perform various budget tasks, including but not limited to, management of gate operation revenue and expenditure budget and boater waitlist financial accountability. Recommend to Waterfront Coordinator annual budget appropriations for seasonal staff and gate operations, fee increases and revenue forecast for marina and gate operations.
- Provide daily, weekly, monthly, quarterly and annual usage reports to the Waterfront Coordinator on marina, park and gate operations.
- Assist in the operations of the Burlington Harbor, including but not limited to, inspection and light maintenance of docks, buoys, and moorings using department vessels. Schedule and effect daily arrival and departure of transient and seasonal boaters.
- Independently evaluate, interview and hire seasonal staff for waterfront and gate operations.
- Responsible for seasonal employee development and investment, discipline and ability to terminate seasonal positions.
- Assist in the scheduling of seasonal staff to cover all shifts and special events.
- Develop training materials and schedules for approval by the Waterfront Coordinator. Implement training and supervise seasonal staff for waterfront operations, including the use of the harbor master boat, point of sale computer systems, cash registers, MSDS, golf cart tractors, hand tools, materials etc.
- Troubleshoot issues and scheduling complications of seasonal staff.
- Supervise proper collection and disposal of solid waste, recyclables and compostable materials from park facilities.
- Schedule and aid in the collection of water samples at municipal beaches to ensure safety

of users. Report findings to other staff members, as well as log and maintain records.

- Conduct daily on-site inspections to ensure the cleanliness, operability and safety of parks and facilities.
- Aid the Waterfront Coordinator and Event Coordinator with special event set-up and breakdown, and schedule adequate seasonal staff when necessary.
- Assist in the setup and breakdown of facilities at the beginning and end of the season.
- Daily management of seasonal boat slip and mooring waitlists database and revenues. Regularly maintain and update the waitlist through annual renewal notification. Evaluate and set renewal fees for all lists.
- Evaluate, determine and execute proper slip changes for seasonal boaters.
- Aid in the development and implementation of boater community events and other programmatic activities in the marina environment.
- Maintain working records related to Federal, State and local laws, regulations, guidelines and safety standards.
- Serve as software support for financial accounting, social media and software related to facility management.
- Respond to public inquiries regarding facility and park uses and convey and enforce park rules, etc.
- Other duties as required.

#### **Qualifications/Basic Job Requirements:**

- Associates degree in Business Management, Sport Management or Recreation Management, or similar degree with 1-3 years in comparable experience or the equivalent combination of education and experience.
- Experience working effectively with the public.
- Ability to act as an ambassador of the Burlington Waterfront area to ensure the safety and enjoyment of all users in line with the Department's goals and objectives.
- Ability to obtain and maintain a valid Vermont driver's license and boating license required.
- Ability to operate on a highly proficient level in a Windows based operating system using word-processing, spreadsheets and database software required.
- Ability to manage multiple tasks in a fast paced, high stress environment in a professional manner.
- Ability to communicate effectively and professionally both orally and in writing.
- Ability to provide professional and courteous customer service.
- Ability to work in and around water required.
- Ability to operate and monitor 2-way radio.
- Ability to manage ever-changing situations quickly and reasonably required.
- Ability to routinely work nights, weekends and holidays

**Physical & Mental/Reasoning Requirements; Work Environment:**

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position. Upon request for a reasonable accommodation, the City may be able to adjust or excuse one or more of these requirements, depending on the requirement, the essential function to which it relates, and the proposed accommodation.

<input checked="" type="checkbox"/> seeing	<input checked="" type="checkbox"/> ability to move distances	<input checked="" type="checkbox"/> lifting (specify)
<input checked="" type="checkbox"/> color perception	within and between	<input type="checkbox"/> 100 pounds
(red, green, amber)	warehouses/offices	<input checked="" type="checkbox"/> carrying (specify)
<input checked="" type="checkbox"/> hearing/listening	<input checked="" type="checkbox"/> climbing	<input type="checkbox"/> 100 pounds
<input checked="" type="checkbox"/> clear speech	<input checked="" type="checkbox"/> ability to mount and	<input checked="" type="checkbox"/> driving (local/over
<input checked="" type="checkbox"/> touching	dismount forklift/truck	the road)
<input checked="" type="checkbox"/> dexterity	<input checked="" type="checkbox"/> pushing/pulling	
<input checked="" type="checkbox"/> hand		
<input checked="" type="checkbox"/> finger		
<input type="checkbox"/> reading - basic	<input type="checkbox"/> math skills - basic	<input checked="" type="checkbox"/> analysis/comprehension
<input checked="" type="checkbox"/> reading - complex	<input checked="" type="checkbox"/> math skills - complex	<input checked="" type="checkbox"/> judgment/decision
<input type="checkbox"/> writing - basic	<input checked="" type="checkbox"/> clerical	making
<input checked="" type="checkbox"/> writing - complex		
<input type="checkbox"/> shift work	<input checked="" type="checkbox"/> outside	<input checked="" type="checkbox"/> pressurized equipment
<input checked="" type="checkbox"/> works alone	<input checked="" type="checkbox"/> extreme heat	<input checked="" type="checkbox"/> moving objects
<input checked="" type="checkbox"/> works with others	<input checked="" type="checkbox"/> extreme cold	<input checked="" type="checkbox"/> high places
<input checked="" type="checkbox"/> verbal contact w/others	<input checked="" type="checkbox"/> noise	<input checked="" type="checkbox"/> fumes/odors
<input checked="" type="checkbox"/> face-to-face contact	<input checked="" type="checkbox"/> mechanical equipment	<input checked="" type="checkbox"/> hazardous materials
<input checked="" type="checkbox"/> inside	<input checked="" type="checkbox"/> electrical equipment	<input checked="" type="checkbox"/> dirt/dust

**Supervision:**Directly Supervises: 31 SeasonalIndirectly Supervises:         **Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

**Approvals:**

Department Head: \_\_\_\_\_

Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_

Date: \_\_\_\_\_

# Parks and Recreation – Parks Division

